



## **BallistiX Coatings and Sealers Certified Installer Warranty Claim Process**

### **Warranty Eligibility**

This warranty claim process is exclusively available to Certified Installers of BallistiX Coatings and Sealers. Certified Installers are those who have completed official training provided directly by BallistiX Coatings and Sealers or through an Authorized Certified BallistiX Coatings and Sealers Distributor.

Claims submitted by non-certified installers will not be reviewed or considered under any circumstances.

### **Warranty Claim Process Overview**

At BallistiX Coatings and Sealers, we are committed to the integrity and performance of our products. Our warranty process is designed to be clear, objective, and efficient. To initiate and complete a warranty claim, the following steps and information are required.

#### **Step 1: Initial Claim Submission**

To open a warranty claim, Certified Installers must provide the following details:

- Product Name
- Batch Number
- Installation Dates
- Customer Contact Information
- Photographic Evidence
  - o Clear, waist-height photos of affected areas from multiple angles
  - o Floor-level photos capturing the condition and finish

Once all of the above documentation is received, a warranty review ticket will be opened.

### Step 2: Sample Submission Requirements

After a review ticket is initiated, the following physical samples must be provided by the installer:

- Three (3) 2"x2" Retrieval Samples from the affected area
- Three (3) Drilled Core Samples

These samples are essential to allow for accurate lab testing of product performance and material integrity.

### Step 3: Lab Testing & Engineering Review

All samples will be tested by a third-party, unaffiliated laboratory, unless an alternate lab is requested by the installer. Lab testing will assess the product's compliance with BallistiX Coatings and Sealers' specifications and performance thresholds.

- Lab Report Timeline: A comprehensive lab report will be produced within 3 business days from the receipt of both the required documentation and physical samples.

If the product is found to be outside of normal performance limits, BallistiX Coatings and Sealers reserves the right to dispatch a qualified engineer to inspect the installation site in person. This is to assess:

- Environmental conditions during and after installation
- Substrate preparation and conditions
- Potential contamination or improper installation practices

### Important Notes & Responsibilities

- Installer Responsibility: All costs associated with the collection and shipment of documentation, photos, and physical samples are the sole responsibility of the Certified Installer.

- Information Adequacy: BallistiX Coatings and Sealers reserves the right to deny a warranty claim if:

- o The information provided is incomplete, inaccurate, or inadequate
- o The installer fails to submit required documentation or samples
- o The installer is not certified by BallistiX Coatings and Sealers or a Certified Distributor

- Environmental & Substrate Conditions: Warranty coverage is contingent upon:

- o Installation occurring under appropriate environmental conditions
- o Substrates being properly prepared and free of contaminants

### **Final Determination**

All final warranty determinations will be based on the findings of the third-party lab and, if applicable, the in-person engineering assessment. BallistiX Coatings and Sealers maintains full discretion in the approval or denial of warranty claims.

## BallistiX Coatings and Sealers Certified Installer Warranty Claim Form

For Certified Installers Only

### Section 1: Installer Certification Verification

- Installer Name: \_\_\_\_\_
- Company Name: \_\_\_\_\_
- Certification Number: \_\_\_\_\_
- Date of Certification: \_\_\_\_\_
- Certified Through:
  - ☐ BallistiX Coatings and Sealers
  - ☐ Authorized Certified Distributor (Name): \_\_\_\_\_

### Section 2: Product & Installation Information

- Product Name: \_\_\_\_\_
- Batch Number: \_\_\_\_\_
- Installation Start Date: \_\_\_\_\_
- Installation Completion Date: \_\_\_\_\_
- Project Address: \_\_\_\_\_
- Customer Name: \_\_\_\_\_
- Customer Contact (Phone/Email): \_\_\_\_\_

### Section 3: Photographic Evidence Checklist

Attach clear, high-resolution images.

- ☐ Waist-height photos of affected areas (multiple angles)
- ☐ Floor-level close-up photos of surface condition & finish

Upload link (if submitting digitally): \_\_\_\_\_

### Section 4: Physical Sample Submission Confirmation

All samples must be shipped to the designated BallistiX Coatings and Sealers testing facility.

- ☐ Three (3) 2"x2" Retrieval Samples from affected area
- ☐ Three (3) Drilled Core Samples

• Shipping Tracking Number: \_\_\_\_\_

• Date Samples Sent: \_\_\_\_\_

### Section 5: Optional Lab Selection

Default lab is a third-party unaffiliated lab unless an alternate is selected.

☐ Use default lab

☐ Request alternate lab (Name & Contact): \_\_\_\_\_

### Section 6: Acknowledgments & Responsibilities

☐ I acknowledge that I am solely responsible for the costs of documentation, sample collection, and shipment.

☐ I confirm that all information and documentation provided is accurate and complete.

☐ I understand that warranty claims may be denied if any required information or samples are missing, incomplete, or inaccurate.

☐ I have ensured the installation occurred under appropriate environmental conditions and that the substrate was properly prepared.

Installer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Internal Use Only (BallistiX Coatings and Sealers)

• Claim Ticket Number: \_\_\_\_\_

• Date Received: \_\_\_\_\_

• Initial Review By: \_\_\_\_\_

• Sample Receipt Date: \_\_\_\_\_

• Lab Report Due Date: \_\_\_\_\_

• Engineer Inspection Required: ☐ Yes ☐ No

• Final Determination: ☐ Approved ☐ Denied

• Notes: \_\_\_\_\_